

**Ernie Fletcher**  
Governor

**Teresa J. Hill, Secretary**  
Environmental and Public  
Protection Cabinet

**Timothy J. LeDonne**  
Commissioner  
Department of Public Protection



Commonwealth of Kentucky  
**Public Service Commission**  
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**Mark David Goss**  
Chairman

**John W. Clay**  
Commissioner

June 25, 2007

Marlene H. Dortch  
Federal Communications Commission  
Office of the Secretary  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington DC 20554

Arlene Alexander  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 3-C408  
Washington DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31,  
2007 CG DOCKET NO. 03-123 and DA 07-2762

Dear Ms. Dortch and Ms. Alexander,

The Kentucky Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Kentucky to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Kentucky. The State of Kentucky's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls

- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel*/Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the

exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find six complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at 502-564-3940 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Jim Stevens, CPA  
Branch Manager  
Telecommunications  
Kentucky Public Service Commission

# *Kentucky Relay 2007 FCC Complaint Report*

*6/1/05 to 5/31/07*

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## *Service Complaints--CA Gave Wrong Information*

*Inquire Date 6/20/2006  
Record ID 9370  
Call Taken By Supervisor  
CA Number 1116  
Responded By Supervisor  
Response Date 6/20/2006  
Resolution 6/20/2006*

Customer stated that the CA voiced incorrect information.

Supervisor apologized and stated CA would be counseled. CA was counseled and monitored frequently. Customer was satisfied.

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## *Service Complaints--CA Hung Up on Caller*

*Inquire Date 6/22/2006  
Record ID 9368  
Call Taken By Supervisor  
CA Number 1304  
Responded By Customer  
Service  
Response Date 6/22/2006  
Resolution 6/24/2006*

Customer stated that the CA hung up.

Supervisor apologized and stated that the call information would be forwarded to the technical department. The technical department discovered that the customer had disconnected. Customer was notified and satisfied.

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## *Service Complaints-- Fraudulent/Harassment Call*

*Inquire Date 6/2/2006  
Record ID 9340  
Call Taken By Customer  
Service  
CA Number  
Responded By Customer  
Service  
Response Date 6/2/2006  
Resolution 6/2/2006*

Customer had received a harassing call. Customer requested records of the call.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call records to the Court. Customer was satisfied.

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## *Service Complaints-- Fraudulent/Harassment Call*

*Inquire Date 1/4/2007  
Record ID 9586  
Call Taken By Supervisor  
CA Number  
Responded By Supervisor  
Response Date 1/4/2007*

Customer has been receiving fraudulent calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call records to the Court. Customer was satisfied.



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***Service Complaints--  
Fraudulent/Harassment  
Call***

***Inquire Date 3/16/2007  
Record ID 9739  
Call Taken By Lead CA  
CA Number  
Responded By Customer  
Service  
Response Date 3/16/2007  
Resolution 3/16/2007***

Customer has been receiving harassing calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to local law enforcement. Customer Service explained that if a court order was obtained, then we could release the call records to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

***Inquire Date 3/23/2007  
Record ID 9750  
Call Taken By Lead CA  
CA Number  
Responded By Customer  
Service  
Response Date 3/23/2007  
Resolution 3/23/2007***

Customer has been receiving fraudulent calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

***Inquire Date 4/4/2007  
Record ID 9778  
Call Taken By Supervisor  
CA Number  
Responded By Supervisor  
Response Date 4/4/2007  
Resolution 4/4/2007***

Customer has been receiving harassing calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if a court order was obtained, then we could release the call records to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

***Inquire Date 05/07/2007  
Record ID 9807  
Call Taken By Customer  
Service  
CA Number  
Responded By Customer  
Service  
Response Date 05/07/2007  
Resolution 05/07/2007***

Customer has been receiving fraudulent calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if a court order was obtained then, we could release the call records to the Court. Customer understood.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date 3/14/2006  
Record ID 9353  
Call Taken By Customer  
Service Mgr  
CA Number  
Responded By Customer  
Service  
Response Date 3/14/2006  
Resolution 3/14/2006***

Customer stated they were charged for placing a call to the relay.

Customer Service apologized and determined that the customer was charged for a reoriginating call, which should been processed as "no-bill." Customer was reimbursed.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date 7/31/2006  
Record ID 9406  
Call Taken By Customer  
Service  
CA Number 1268  
Responded By Customer  
Service  
Response Date 7/31/2006  
Resolution 7/31/2006***

Customer stated that the CA processed the call poorly and did not follow procedures.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

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***Technical Complaints--Carrier Choice not Available/Other Equal Access***

***Inquire Date 5/01/2007  
Record ID 9895  
Call Taken By Customer  
Service  
CA Number  
Responded By Chantell  
Response Date 5/01/2007  
Resolution***

Customer requested Windstream as their long distance carrier.

Customer Service explained that Windstream is not a participating carrier through the relay. Customer Service suggested a profile with an alternate provider. Customer refused and would not give contact information for themselves or the carrier. Windstream is still not a participating carrier as of 5/31/07.

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***CapTel Complaints***

***Inquire Date 8/9/2006  
Record ID 13158  
Call Taken By MMo  
CA Number  
Responded By MMo  
Response Date 8/9/2006  
Resolution 8/9/2006***

Disconnect/Reconnect during calls

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

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**CapTel Complaints**

Disconnect/Reconnect during calls

**Inquire Date** 8/17/2006**Record ID** 13801**Call Taken By** DF**CA Number****Responded By** DF**Response Date** 8/17/2006**Resolution** 8/17/2006

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.

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**CapTel Complaints**

Dialing Issue - Phone line does not require 1 when dialing 800 number

**Inquire Date** 2/15/2007**Record ID** 28946**Call Taken By** MP**CA Number****Responded By** MP**Response Date** 2/15/2007**Resolution** 2/23/2007

Technical Support made adjustment to CapTel user's phone to enable outbound captioned calling.

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**CapTel Complaints**

Service - General

**Inquire Date** 3/5/2007**Record ID** 30238**Call Taken By** MMo**CA Number****Responded By** MMo**Response Date** 3/5/2007**Resolution** 3/5/2007

Technical problem identified. Resolution provided by network vendor.

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**CapTel Complaints**

Service - General

**Inquire Date** 3/5/2007**Record ID** 30010**Call Taken By** LG**CA Number****Responded By** LG**Response Date** 3/5/2007**Resolution** 3/5/2007

Technical problem identified. Resolution provided by network vendor.

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**CapTel Complaints**

Disconnect/Reconnect during calls

**Inquire Date** 3/15/2007**Record ID** 31249**Call Taken By** JS**CA Number****Responded By** JS**Response Date** 3/15/2007**Resolution** 3/15/2007

Reviewed with customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

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**CapTel Complaints**

Disconnect/Reconnect during calls

**Inquire Date** 3/23/2007**Record ID** 32339**Call Taken By** LG**CA Number****Responded By** LG**Response Date** 3/23/2007**Resolution** 3/23/2007

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

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**CapTel Complaints**

Disconnect/Reconnect during calls

**Inquire Date** 4/20/2007**Record ID** 34688**Call Taken By** DF**CA Number****Responded By** DF**Response Date** 4/20/2007**Resolution** 4/20/2007

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.

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